



ESPECIALY 4 YOU PHS Loyalty Program

Park Hotel and Spa is introducing new program ESPECIALY 4 YOU, loyalty program which is a top class awards structure offering a four-tier system which each level having its own benefits that become more valuable as you move up in the system. ESPECIALY 4 YOU is a product of our / Park Hotel & Spa's ongoing commitment to making our guests feel more than welcome every time they stay.

Membership level is determined by the number of Points denars you collect every 12 months (from the date of submission to the program or renewal). Silver membership is the first level, Business Gold is second, Ambassador platinum third, and Executive Black is the top level. Each level has benefits and as the member moves from Silver, to Business Gold, Ambassador Gold and Executive Black, the value will increase.



MEMBERSHIP CARD

The ESPECIALY 4 YOU PHS LOYALTY Membership Card is a personal plastic card issued by PHS containing Name and Surname, Personal Account number of the member.

PERSONAL ACCOUNT (Member Account)

The ESPECIALY 4 YOU PHS LOYALTY Program Member Account is storing the Member's personal data, accrued PHS denar points number and transaction history. A Personal Account Number shall appear on the Member's Card and shall be the identifier of the Program Member

PHS DENARS POINTS

Every ESPECIALY 4 YOU PHS LOYALTY Program Member card, depending of the Loyalty Program level has different benefits. PHS denar points are earned by every transaction at all venues which are part of Park Hotel & Spa such as: Restaurant Four, Fitness and Spa, Twins Kitchen and Wine, Brick Bar...). The denar points can

be exchanged for valuable rewards immediately with every transaction or can be stored for later date. The validity of the PHS denar points is 12 months.

Program Service Center (also referred to as the Service Center)

The Program Member service center is storing and processing information on the Member. The Member may refer to the center via telephone, fax or Internet. Address: 1732 street no.4, 1000 Skopje, Tel/Fax: +389 2 5515 151; email: loyatly@parkhotel.mk